

FIG. 1

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Business Rules Manager - Microsoft Internet Explorer provided by Network Associates

Enabled Disabled Both

Sorted By Module Return Page 1 of 2 (37 records)

Name	Enabled	Module	Module	Description
Notify Assign To On Ticket Creation	No	Help Desk	Create	Notify the Assign To
Notify Group On Ticket Creation	No	Help Desk	Create	Notify a Group of com
Notify Old Assign To On Assignment Change	No	Help Desk	Update	Notify the previous Ass
Notify Client On Ticket Close	No	Help Desk	Update	Notify Client when tick
Notify Client On Ticket Creation Close	No	Help Desk	Create	Notify Client when tick
Notify Creator On Ticket Close	No	Help Desk	Update	Notify Creator when tick
Notify Assign To On Ticket Re-Open	No	Help Desk	Update	Notify Assign To on
Notify Client On Ticket Re-Open	No	Help Desk	Update	Notify Client when tick
Notify Assign To On Ticket Follow-Up	No	Help Desk	Update	Notify Assign To of fol
Notify Email Originator On Ticket Open via Email	No	Help Desk	Create	Notify email address of
Notify Client On Ticket Created Open	No	Help Desk	Create	Notify client of ticket if
Notify New Assign To On Assignment Change	No	Help Desk	Update	Notify the new Assign
Example Time Based Escalation - Silver - 1st Alert (Help Desk)	No	Help Desk	Create, Update	1st Warning Silver In
Example Time Based Escalation - Silver - 2nd Alert (Help Desk)	No	Help Desk	Create, Update	2nd Warning Silver In
Example Time Based Escalation - Silver - 3rd Alert (Help Desk)	No	Help Desk	Create, Update	3rd Warning Silver In
Example Time Based Escalation - Silver - Critical Alarm (Help Desk)	No	Help Desk	Create, Update	Critical Alarm Silver In
Example Time Based Escalation - Silver - Overdue (Help Desk)	No	Help Desk	Create, Update	Overdue Alarm Silver I
Open Call From Email	No	Mail Listen	Create	Open a HelpDesk tick
Close Call From Email	No	Mail Listen	Create	Close Call From Email
Update Problem From Email	No	Mail Listen	Create	Update the descrip

Greg: TRAINING Local Internet

FIG. 2

Business Rule: Notify Client On Ticket Close

Enabled

Description

Notify Client when ticket is closed

Business History

Rule created during setup installation.

Enter Revision History

Information

MAC OS/UNIX SUPPORT Local Internet

FIG. 3

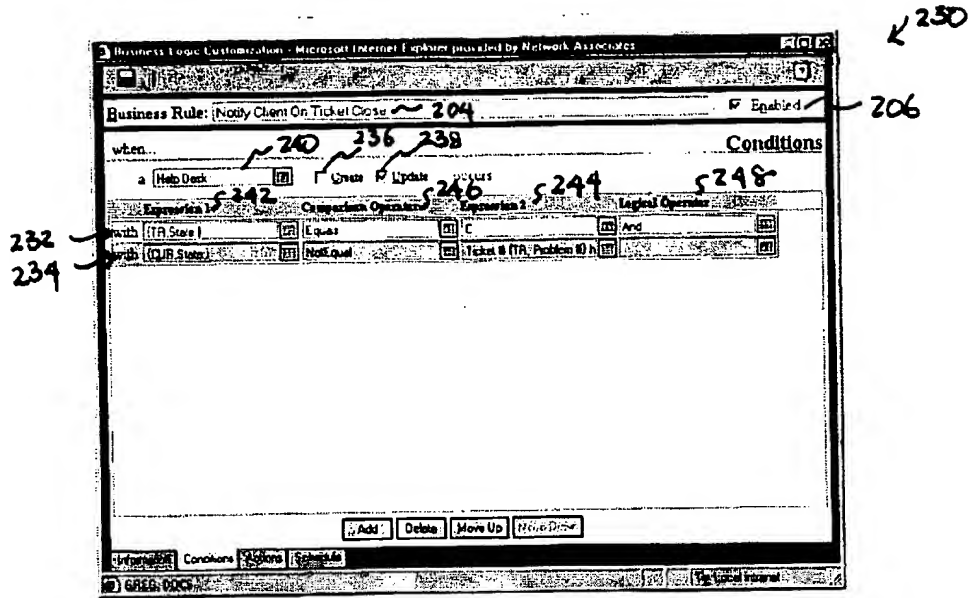


FIG. 4

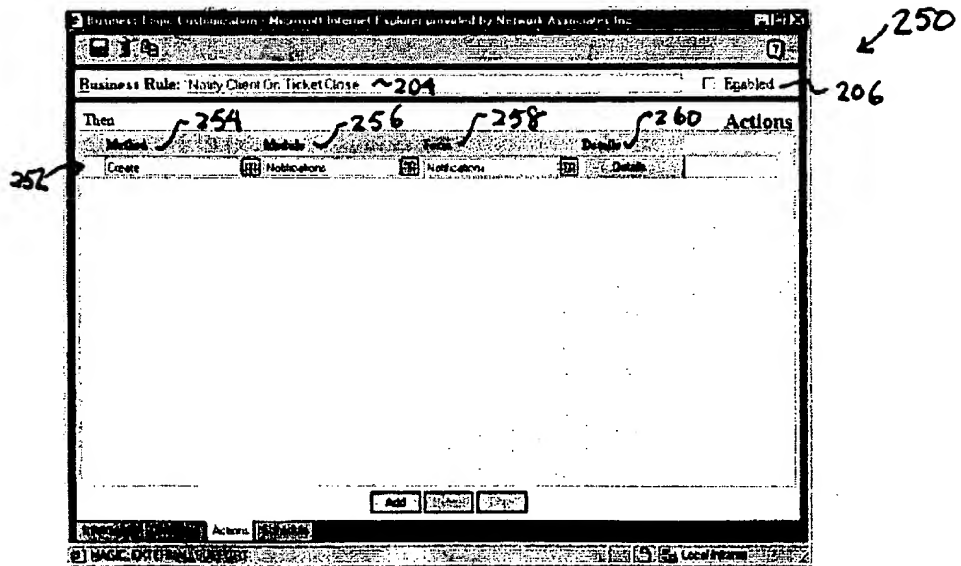


FIG. 5

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Business Rule: [Notify Client On Ticket Close] ☐ Enabled

When to run this rule... Schedule

☒ Immediately ~272 Data Expression Builder  
☐ At a later time ~274 1276 1278

STARTING AT ~280 OFFSET: ~282

☒ Date/Time with Hours  Minutes  Seconds

REPEAT INTERVAL: ~284 TIMES TO REPEAT ~286

Hours  Minutes  Seconds Days  Times ~288

☐ Infinitely ~290

Work Schedule: ☐ ~292

Time Zone: ☐ ~294

Buttons: [OK] [Cancel] [Schedule]

270

FIG. 6

Expression Builder -- Web Page Dialog

Buttons: [OK] [Cancel] [Clear] [Help]

(TR, State:)

Left pane: [Empty text area]

Right pane: [List of expressions]

296

FIG. 7

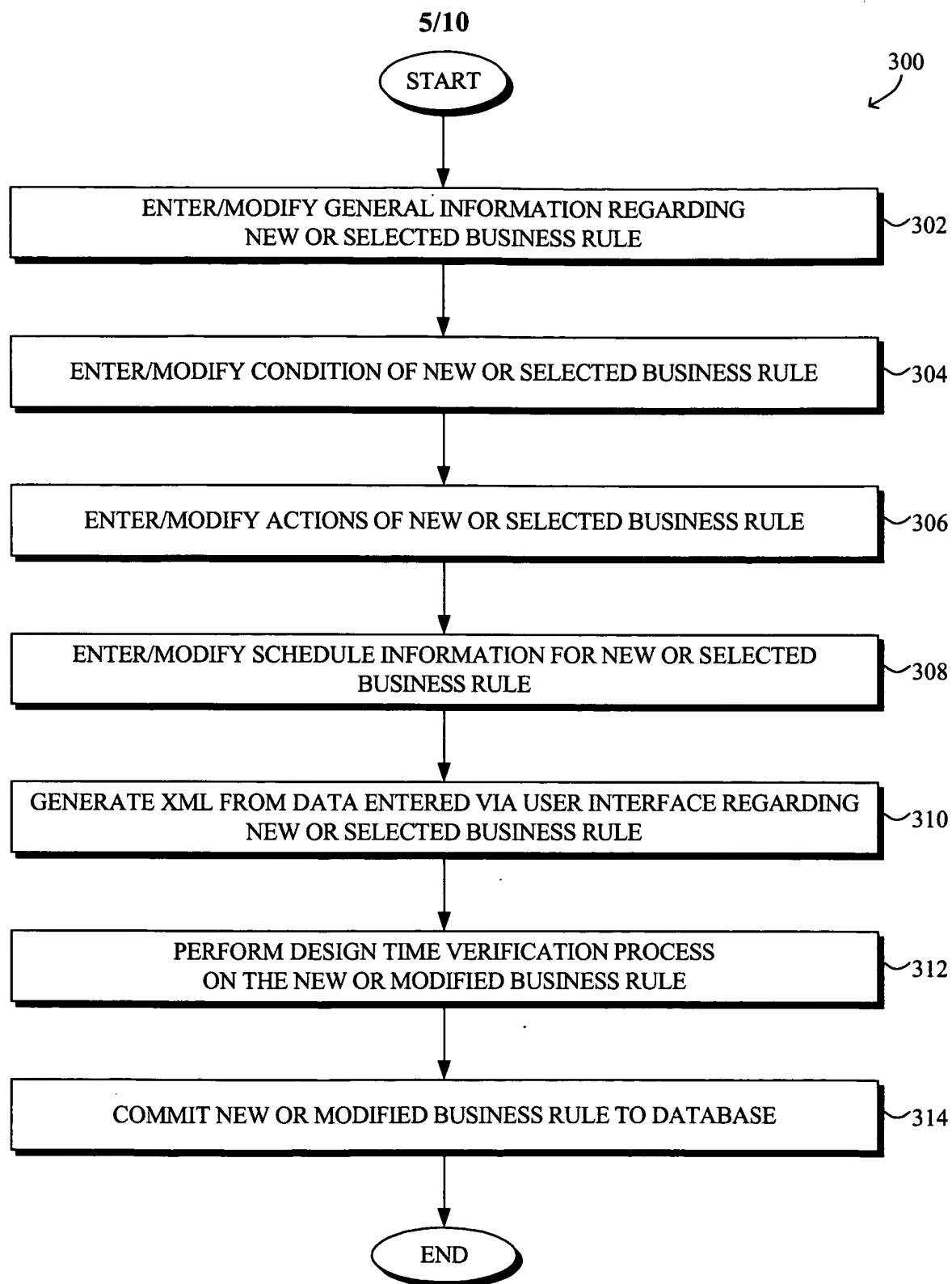


FIG. 8

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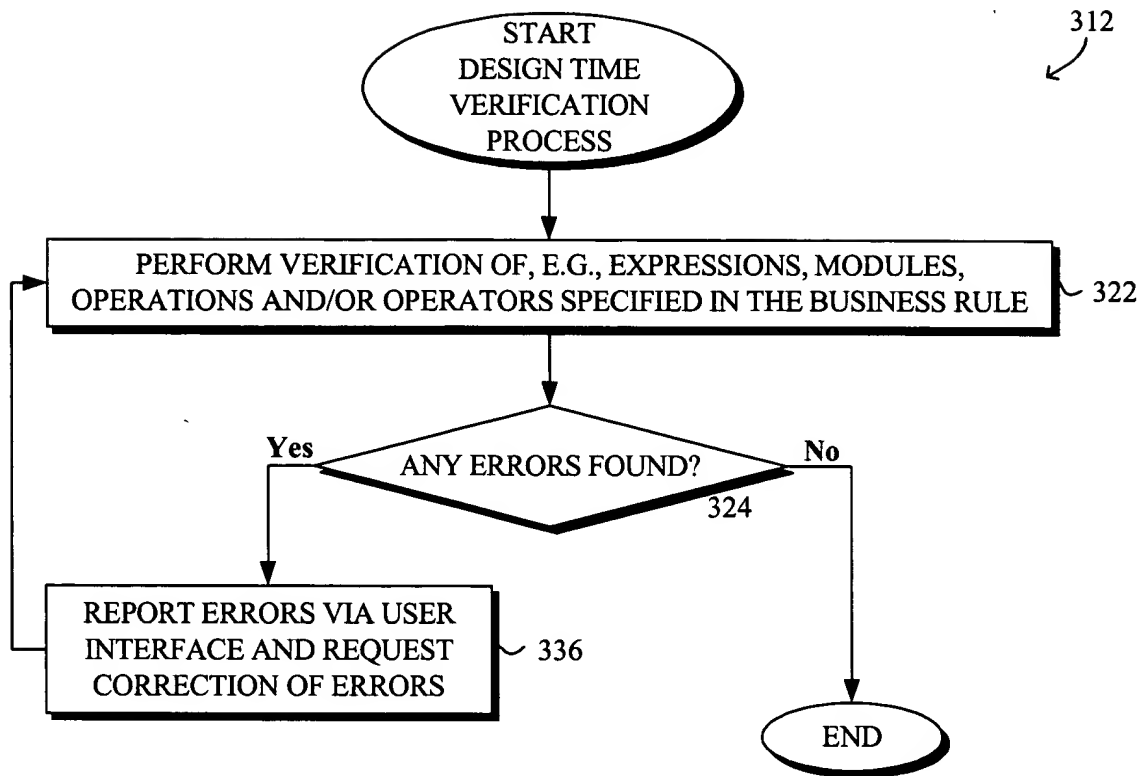


FIG. 9

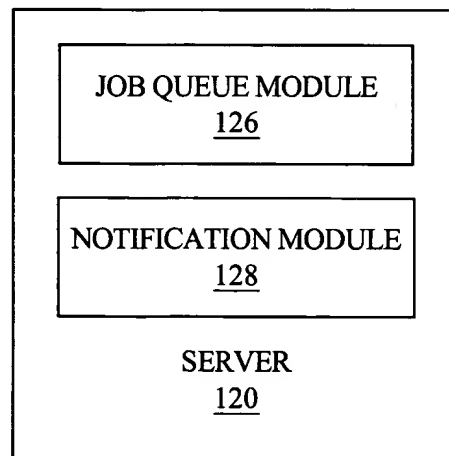


FIG. 10

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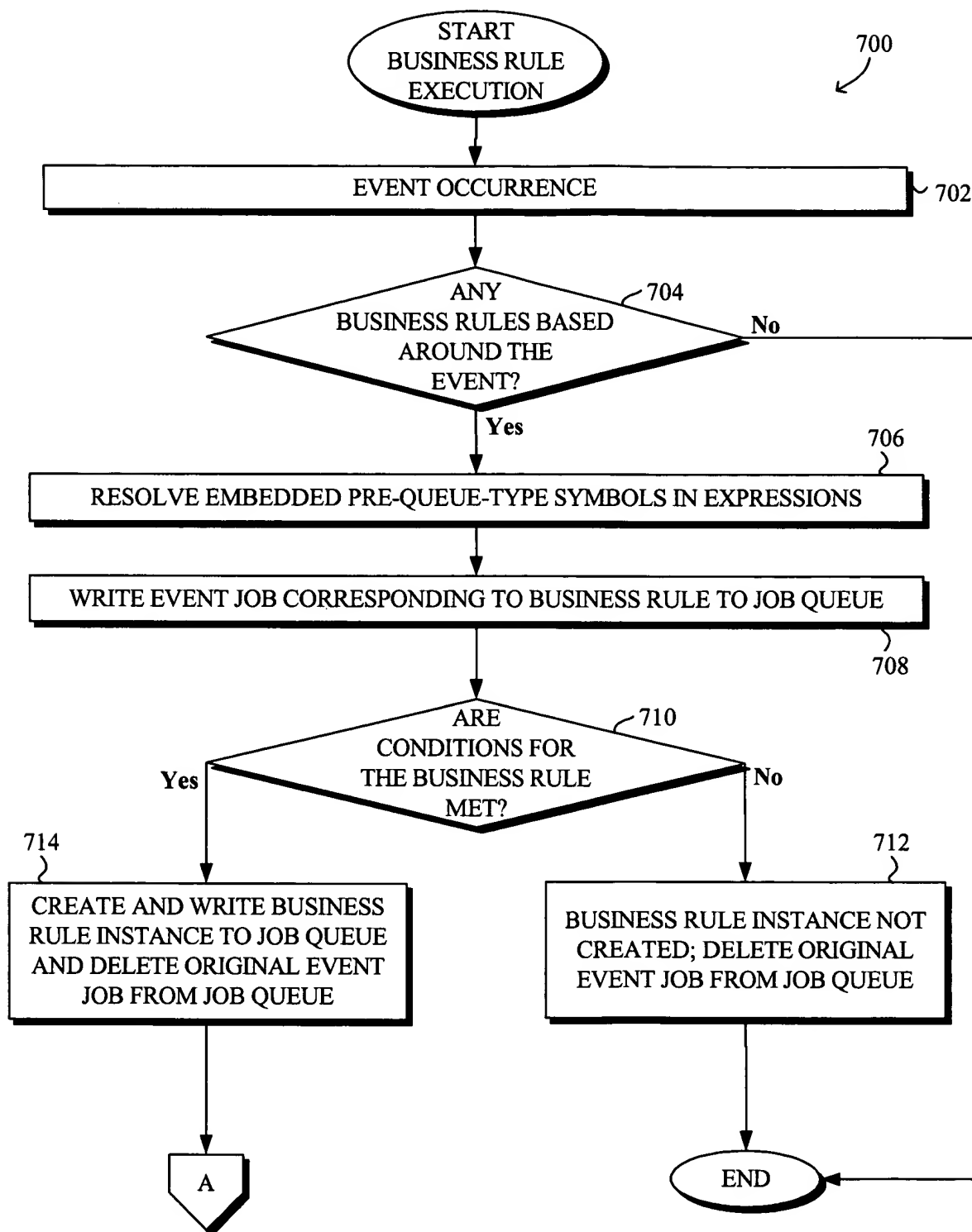


FIG. 11A

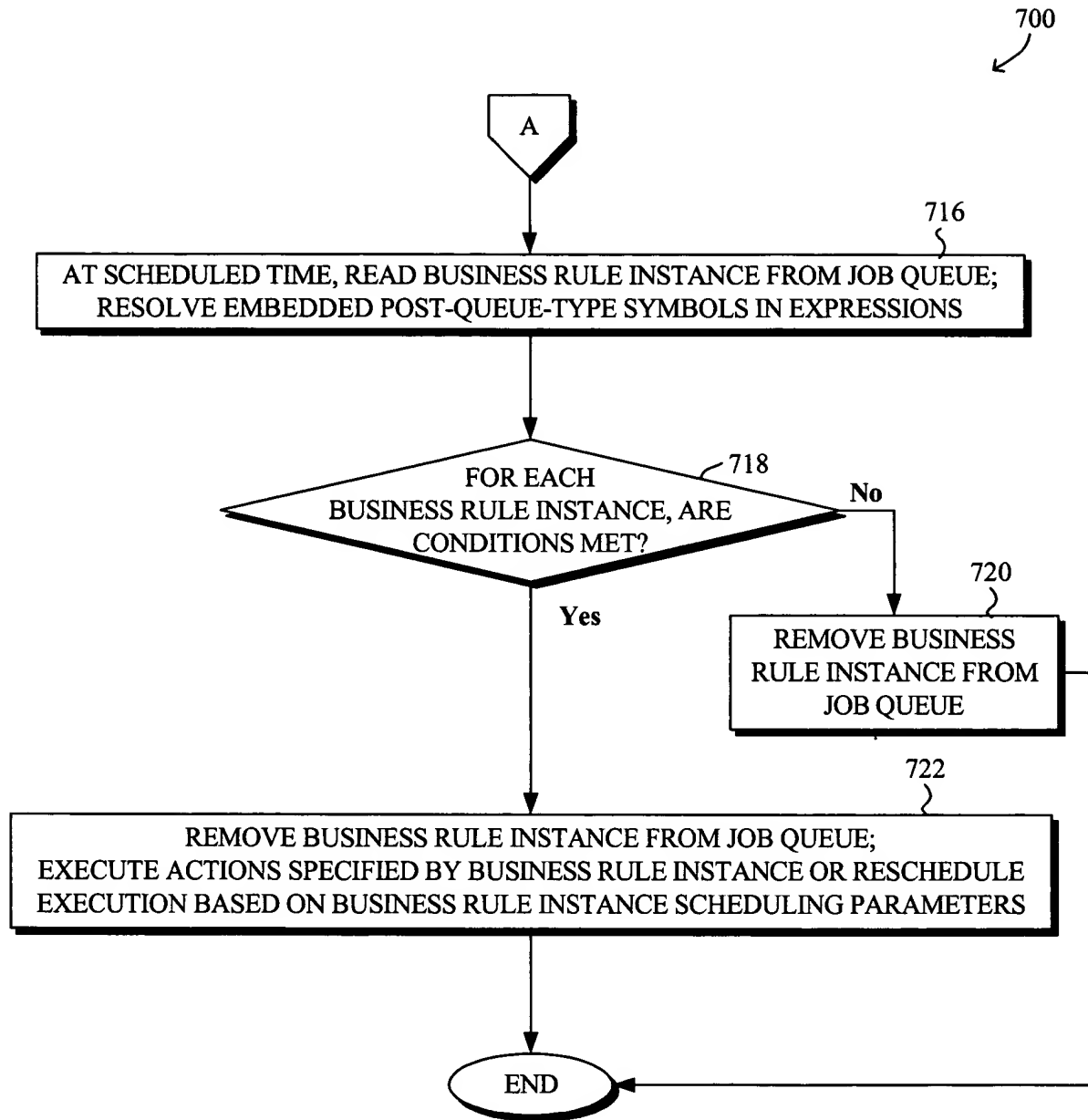


FIG. 11B



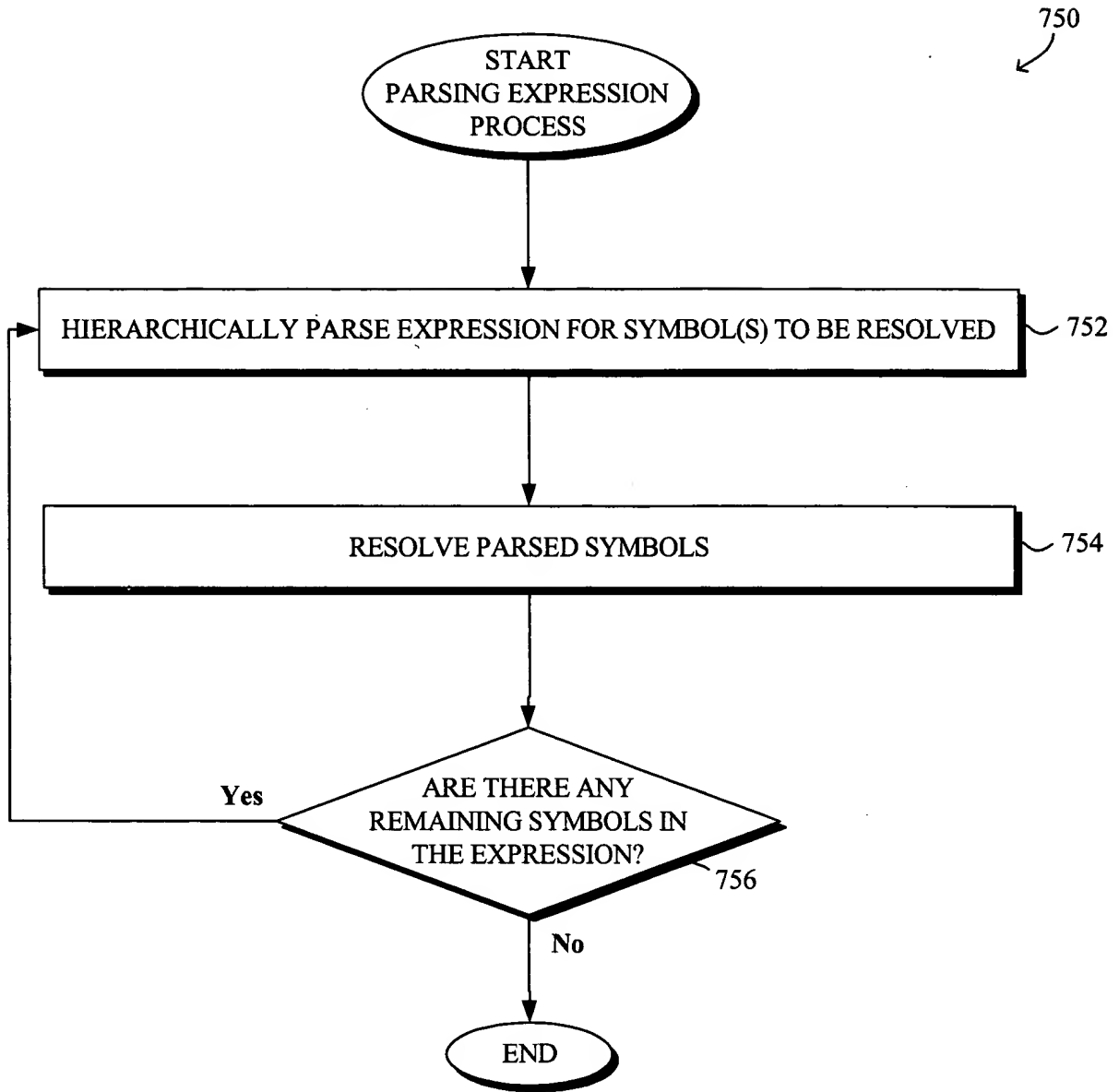


FIG. 12

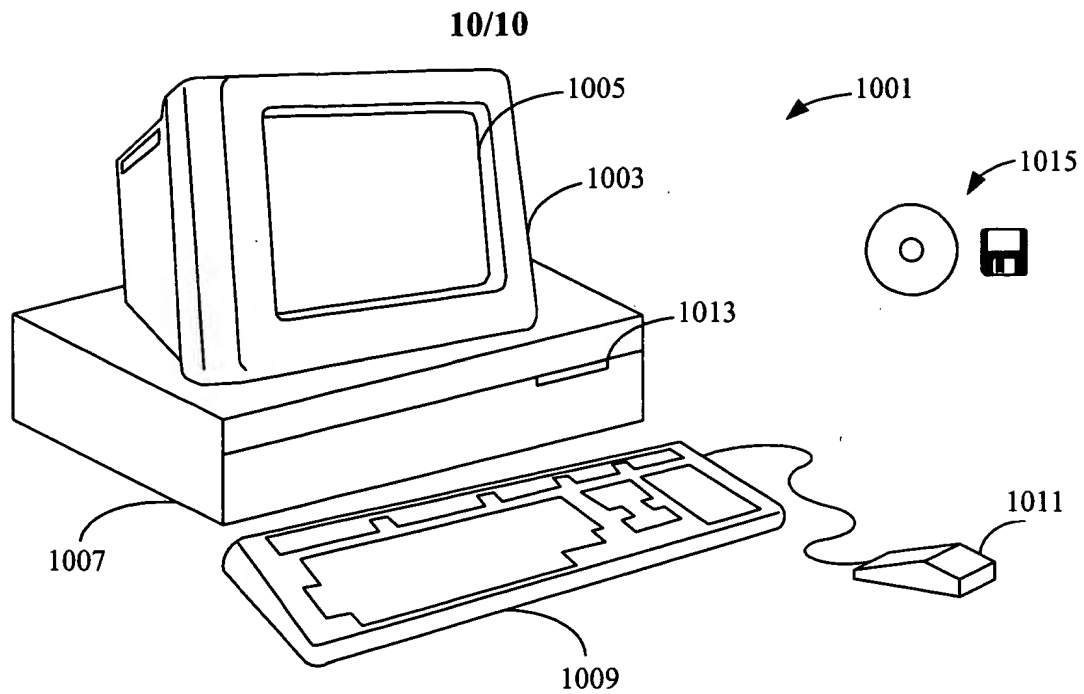


FIG. 13

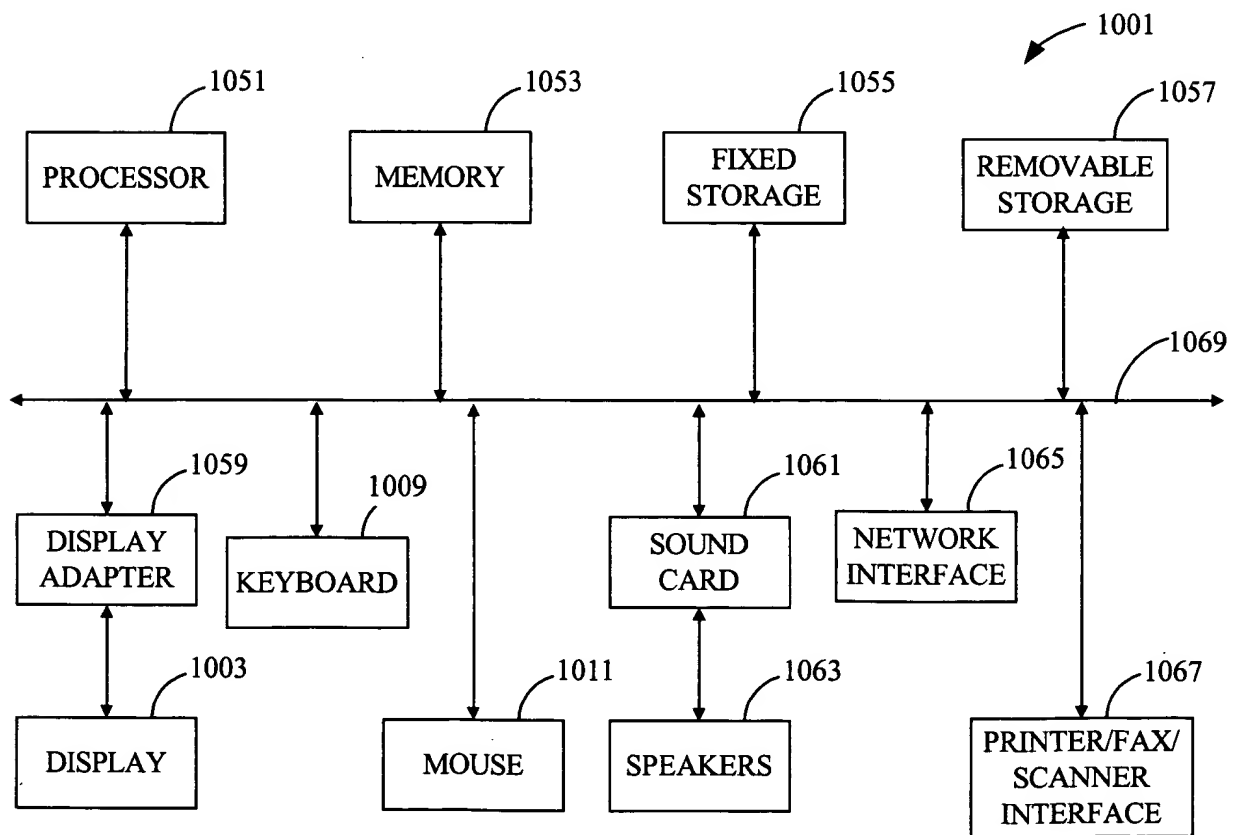


FIG. 14